

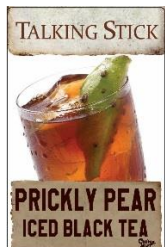


Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts October 2015

I'm a little bummed that the chili tasting is taking place in the evening instead of during work hours. I always enjoyed going to the café at lunch and tasting the samples and I will miss it this year. I know I will not be able to make it back in the evening.

Thanks for your interest in the Chili Contest sampling. We moved the judging and sampling to the afternoon to make the contest more a part of the Native American Day celebration. The Café served nearly 500 customers Pitted Beef last Thursday night (9/24) and more than 800 guests attended the outdoor festivities which included craft vendors, music, social dancing and a Cumbia Contest. Congratulations to David Nash of the Round House whose Pork Chili Verde won the Grand Prize among 17 entries!



(Dozens of customers took time to write or stop by to say...) Thank you for the new fresh-brewed tea selections! My favorite is the sweet tea, and while you were transitioning, we didn't have any for a while... The new Talking Stick Prickly Pear is very mellow... Had the Prickly Pear today and it is a refreshing change... Thanks for bringing more variety in... Very, very good... Thank you for all of the kind, positive feedback regarding our switch to all fresh-brewed-daily teas from China Mist. They have been very well received and everyone seems to have their favorites. We are glad to help.



Thanks for another great Chili Contest. Have you ever thought about doing a Chumuth or Frybread contest? Or Tamales?

Thanks for the kind words, and for the ideas. We hosted a tamale contest in the Café a couple of years ago; and then the Museum has hosted one as well. They are a bit more problematic logistically than the chili contest, as the Chumuth and Frybread would also be. All of these items are much more difficult to "hold" at serving temperatures and without getting collecting condensation than a batch of chili. But we'll discuss it with the Café Focus Group and see what they say. Stay tuned.

I wore out my RHC coffee mug. Rosa took the time to get me a replacement one. Just wanted to thank her for the great customer service.

Thanks for the kind words. We passed them on. If ever your RHC soda cup or lid needs replacing, just see any cashier. Sometimes, we have to charge a fee for the coffee mugs – although we were able to replace yours for free. Thanks again for letting us know of your positive experience.

(Several people wrote to say...) Sonny Deer's short ribs were so delicious, moist and meaty. It tasted more like pot roast! Thank you for bringing in the "guest chef". It adds another dimension of variety.

Melvin "Sonny" Deer is the executive chef/manager for Salt River Senior Services and we are proud to have him serve his wonderful creations every year at the Café. Little known fact: Sonny served as an intern with ARAMARK at the Café upon his graduation from culinary school!

It seems every morning at breakfast, depending on who rings me out, I am charged different amounts. Today I asked for scrambled eggs with cheese and was charged for a cheese omelet. That is more than a dollar difference between the two (two eggs any style vs cheese omelet). It seems silly that I can get a burrito with country potato, gravy, cheesy eggs and corned beef hash for \$4 but if I JUST get cheesy eggs and country potatoes I am charged \$4.08. I feel I am constantly being overcharged and it is quite frustrating.

Thank you for bringing this to our attention. Looking at the prices, you should have been charged for 2 eggs at \$0.79 each, with cheese \$0.49. This would have been \$2.07 plus tax. The potatoes should have been an additional \$1.49. We apologize for the pricing discrepancies – which is our number one customer-voiced concern, i.e., consistency in pricing at the registers. We gave you a coupon for a future visit, and discussed this specific pricing concern with the cashiers. Thanks again for letting us know.

Today was National Coffee Day and the Café didn't have any specials, promotions, giveaways – nothing! Well thanks for pointing it out. We will add this to our promotional and event calendar for 2016. Despite our best efforts, we sometimes miss these important events. And, even if we wanted to – we can't celebrate EVERY thing! Watch for it next year.

We had some last-minute catering and you guys took care of – even when we ordered at 8 pm the night before. THANK YOU for going above and beyond to take care of us, your customers. The Café food is great – but the customer service for the catered food – and the food itself – is outstanding. Thanks to Tina, David and the team! You are always so accommodating.

Thank you for the kind words. Although we like to work with at least 24 hours' notice, we certainly recognize that time can "get away" from folks, so we are always glad to help whenever we can – even if it's after hours. Thanks for using the Café for your catering.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- Disappointed there were no whole roasted or grilled Hatch chilies offered as sides...
- Cranberry-orange Pork Loin is delicious
- Today's cheeseburger & fries seemed extra tasty. Thanks to Joe who always does a good job at the grill.
- (Two people wrote to say)...today's Shrimp/Corn Chowder was very tasty
- New Chicken strips are no good. Please bring back the old ones
- Just wanted to say that the Red Chile Posole was exceptionally good today. Yum!!! Kudos to the Chef!!
- Some staff could use some customer service training...sometimes they are abrupt...rude...; could be more polite
- Breakfast Baked Potato was okay, but wasn't worth \$3.99
- Line for waffles was too long – nearly 10-minute wait... (One of our two machines broke down! Next time – faster!)
- The eggs and Chumuth in my breakfast burrito were both a little undercooked
- Milo never makes me a sandwich – he makes me a creation. I say "surprise me" and he makes me up something. Thank you...
- The pitted beef evening meal was very, very good. Ernesto hit another home run...
- Café pizza by the slice is delicious and a good deal...
- Today's Chicken Marsala was moist and tender...and the sauce was very yummy
- Thanks for the free chips and salsa...I look forward to that every Native American Week...

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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